Welcome to ITs

Information Technology Services

INDUCTION KIT

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Included in this kit are the following useful forms and brochures:

- Campus map
- ITS Organisational Chart
- Tax declaration
- Method of Salary Payment form
- Sample leave form
- Sample overtime form
- Form for Emergency and After hours contact
- ITS Phone list
- Car parking guide
- Information on parking fees
- Staff club brochure and membership application form

A message from the Director...

ITS Mission Statement

Who we are and what we do

ITS is presently divided into four groups – Customer Services, Network Services, System Services and Corporate Services.

Customer Services

Customer Services comprises the following workgroups:

- **Operations and Helpdesks**
- **Client Services**
- **Training Services**
- **Voice Operations and User Administration**
- **Systems Integration**
- **Account Management**

Note from Associate Director, Customer Services

Network Services

Network Services comprises the following workgroups:

- **Remote Access**
- **Internet Services**
- **Software Infrastructure**
- **Voice Networks**
- **Data Networks (including Network Implementation and Network Design)**

Note from Associate Director, Network Services

System Services

System Services comprises the following workgroups:

- **Infrastructure Management**
- **Server and Security Systems**
- **Software Services**
- **Client Systems**
- **Management Information**
- **Presentation Services**
- **AusCERT**

Note from Associate Director, System Services

Corporate Services

Corporate Services comprises the following workgroups:

- **Audio Visual Services**
- **Repair Services**
- **Business and Vendor Management**
- **Human Resources and Staff Development**

Note from Associate Director, Corporate Services

Check out the Organisational Chart at the back of this booklet

Salaries

All salaries are paid fortnightly. The official pay day is the last Friday of the pay fortnight, but traditionally salaries are paid on the Thursday of pay week. New full-time employees who commence with us in the middle of a pay period will normally have to wait until the following pay fortnight to obtain their first pay. Casual staff should note there is always a fortnight delay in receiving their first pay.

Payment is made directly to the staff member's nominated bank account. This is why it is important to immediately complete the Method of Salary Payment form that came with this booklet.

ACTION: Complete Method of Salary Payment form and return to Human Resources, ITS

Tax Deductions

Income tax regulations required the University to make income tax deductions at the time of the payment of all salaries. To ensure the correct rate of tax is deducted, all employees must complete a Tax Declaration Form. Most employees will wish to claim the tax-free threshold. If this is not claimed, approximately half the gross salary of the employee will be deducted as tax.

ACTION: Complete Tax Declaration and return to Human Resources, ITS

Salary Packaging

All ITS staff on continuing appointments are eligible to apply for salary packaging. Salary packaging allows you to arrange your remuneration so that your income tax is legitimately reduced. At present, ITS employees can salary package their personal superannuation contributions for up to 50% of their gross income.

If you wish to explore this option further, please talk to Human Resources, ITS.

Deductions

The University has payroll deduction arrangements for contributors to the major health insurance funds, ambulance service, unions and the University of Queensland Staff Club. Employees who wish to make such payments via payroll deductions should complete a Payroll Deduction Authority Form, available from ITS Human Resources.

Allowances

Some positions and duties attract allowances over and above an employee's nominal salary rate. These include on-call allowances for employees rostered to be on-call over a weekend or week night; late shift allowance for employees rostered on a late shift; and tool allowances for employees who are required to purchase tools for use at work. These allowances are paid automatically and the employee's supervisor is responsible for informing the appropriate authorities as to the allocated rosters.

Higher Duties Allowance (HDA) is paid where an employee is appointed to perform all the duties of an employee in a higher position, for a period of more than 5 working days. Such an employee is paid for the whole of that time at the minimum rate prescribed for that higher position. Where higher duties is considered necessary for an employee, the supervisor of that employee will inform the appropriate authorities.

Overtime

ITS employees must obtain approval from their supervisor before overtime can be worked. Where overtime is worked, employees should completed an Overtime Claim form and give it to the relevant supervisor for signature. The signed form will then be forwarded to Human Resources, ITS, who will put it in for processing.

A sample overtime form is included in this kit.

Superannuation

All ITS staff are required to join the Superannuation Scheme for Australian Universities (SSAU) and the Tertiary Education Superannuation Scheme (TESS).

SSAU

The University contributes 14% of an employee's salary to SSAU, and employees contribute a further 7% via automatic deduction from their fortnightly pay. (Classifications up to HEW Level 3 are required to join SSAU as half contributors. Employees contribute 3.5% of salary, and the University 7% of the employee's salary. Employees in this category may opt to contribute at the full rate at any time.)
For more information on the SSAU scheme, visit the following website: http://www.unisuper.com.au/

TESS

All employees who are likely to earn in excess of the current tax-free threshold are automatically enrolled in TESS. If an employee is also a member of SSAU, the University contributes 3% of the employee's salary to their TESS account. If the employee is not an SSAU member, the University contributes 7% of the employee's salary to their TESS account.
For more information on the TESS scheme, visit the following website:
http://www.unisuper.com.au/

All new employees should receive a membership application for SSAU/TESS with their offer of appointment.

ACTION – Complete SSAU application form and return to Human Resources, ITS

Leave

ITS full- and part-time employees are entitled to many different types of leave (casual staff do not accrue sick leave or recreation leave, but do accrue Long Service leave). The most frequently used types are detailed below; others are found on the leave types list on the next page. The procedure to apply for leave is as follows:

For all leave (other than sick leave), the employee must obtain the supervisor's permission for the requested dates, then email leave@its.uq.edu.au giving the details of the type of leave required and the relevant dates. You must request leave before you take it.
For sick leave, an employee who is sick must call Human Resources on 3365 4441, or email leave@its.uq.edu.au half an hour before his/her usual starting time. Human Resources will then inform the employee's supervisor. For absences longer than three consecutive working days, a medical certificate must be obtained from a doctor, and submitted to Human Resources with a signed leave application form (see below).

For all types of leave, a leave application form will be processed by Human Resources, and sent to the employee; this form must be signed by the employee and his/her supervisor and returned to Human Resources, (Corporate Services), ITS, as soon as possible.

Employees will receive notification of leave being taken on their pay advice slip, under 'messages'.

LEAVE TYPES

Recreation Leave

All ITS employees are entitled to 4 weeks recreation leave per annum (accrued at a rate of 1 & $^{2/3}$ days a month). This amount is cumulative across years, but employees are strongly encouraged to take the leave during the year in which it was earned.

Sick leave

ITS employees are entitled to 10 days paid sick leave per annum. This amount is cumulative across years.

Carer's leave

ITS employees are entitled to five day's carer's leave per annum. This type of leave allows an employee to take time off to care for a loved one who is dependent on the employee for care (ie a partner, parent, or child). Carer's leave does not accumulate across years.

Study/exam leave
ITS employees who are studying part-time to improve their qualifications and skill level in their area of employment, are offered one half-day of leave per exam, plus another half-day to study for any exam.

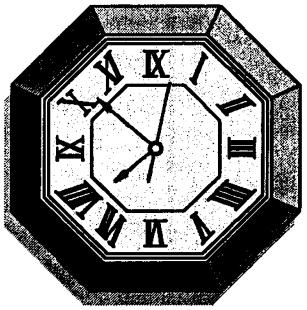
Maternity/paternity leave
ITS offers five days paid paternity leave for the birth of a child and 3 months paid maternity leave. We also offer adoption leave for the same periods.

Long service leave
Thirteen weeks long service leave is available to ITS employees after ten years of continuous service. This type of leave accrues at the rate of 1.3 weeks per year each year thereafter.

LEAVE TYPES/CODES

Leave type	Code	Leave type	Code	Leave type	Code
Adoption Leave No Pay	ADWOP	Assisted Dev Prog	ADP	Armed Forces/Camp	AFCA
Carer's Leave	CARER	Conference Leave	CONF	Armed Forces/Course	AFCO
Leave to Attend Exam	EXAM	Jury Service	JURY	Bereavement Leave	BRVT
Paid Adoption Leave	ADPN	Sick Leave/ No Medical Certificate	SLWP01	Leave without Pay	LWOP
Paid Maternity Leave	MLWP	Sick Leave Family/ Medical Certificate	SLWP02	Long Service Leave	LSL01
Paid Paternity Leave	PLWP	Sick Leave/ Medical Certificate	SLWP03	Long Service Leave Family	LSL02
Recreation Leave	REC01	Time off in Lieu	TOIL	Paid Extend Special Leave	SPCLV2
Recreation Leave Family	REC02	Unpaid Sick Leave	SLWOP	Paid leave to Attend Course	COURSE
Study Leave Prior Exam	STUD	UQ Witness at Court	WITNES	Paid Special Leave	SPCLV1
Unpaid Maternity Leave	MWOP	Voluntary Banked Time	VBTM	Unpaid Special Leave to Count as Service	SPLWOP
Unpaid Paternity Leave	PWOP	WorkCover	WCOMP		

Timesheets



ITS employees must submit a timesheet each week, using the *INVISIC* system to record the details. Any leave taken must also be recorded. Appropriate codes are supplied by supervisors. Each timesheet must be submitted by the employee, and approved by the employee's supervisor. Training in *INVISIC* will be provided.

Casual staff must also complete a pink timesheet form each week. These are available from Human Resources, ITS. All casual timesheets must be delivered to Human Resources, ITS, by 10am on the Tuesday following pay day. For instance, if pay day occurs on Thursday 19 September, casual timesheets are due at HR on Tuesday 24 September. It is the staff member's responsibility to ensure the approved form (containing supervisor's signature, as well as employee's signature) is completed and given to Human Resources in time.

Building Access

Access to the Prentice Building is through keys and swipe cards. You will be issued with the appropriate keys and swipe cards to allow you access to areas you need to go. If you lose your keys, the locks must be changed and everyone issued with new keys. If you lose either your keys or your swipe card, please alert the Finance Officer, Business and Vendor Management as soon as possible.

Staff Card

All ITS employees should obtain a Staff Card, to be carried at all times while on campus. Upon commencement of duty, we will arrange a requisition which you take to the Duhig Building in Building 2 at St Lucia or to the Student Centre at Ipswich. Your photograph will be taken, your details recorded and a credit card-sized ID will be produced. You may need to wait for a week or so before you can collect your card. Your card will also serve as your Library card and should be taken to the relevant area of the Library for validation.

Staff Recognition and Development Program

The Staff Recognition and Development Program is a University-wide program designed to reward performance and offer opportunity for review. The programme is implemented by an annual review meeting. This is a structured discussion about job duties and goals, recognition of performance and personal development for the employee. The review aims to encourage clear communication between an employee and his/her supervisor.

All University employees undergo a probation period at the commencement of their employment. Probation periods are as follows:

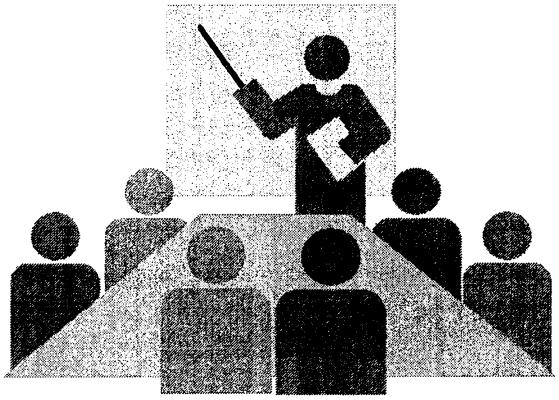
Level 8 and above	6 months
Levels 6 and 7	12 weeks
Levels 4 and 5	8 weeks
Levels 1-3	4 weeks

During this time, employees are given regular feedback on their performance and are formally reviewed prior to the completion of their probationary period. If job duties and performance standards are not being met before the end of the probation, the employee's appointment will not be confirmed.

The annual performance review provides the basis for the supervisor's recommendation on incremental progression. An increment will be granted to an employee not already at the top of their HEW scale, unless their performance is assessed through the Recognition and Development Programme as unsatisfactory.

Staff Development Courses

The University offers a program of courses each year, designed to assist staff in improving their work skills and in their personal development. From time to time, Human Resources, ITS, will send out centre-wide emails detailing upcoming courses. All ITS employees are welcome to take advantage of these courses, but must, of course, have their supervisor's approval to attend.



Workplace Health and Safety

ITS ensures compliance with the Workplace Health and Safety Act 1989. ITS takes seriously its responsibility to provide a safe system of work and staff are expected not to expose themselves or others to any unnecessary risks. Supervisors are expected to ensure staff are trained in safe and efficient methods of operating all equipment.

Appropriate awareness of Occupational Health and Safety Responsibilities, as quoted at http://www.uq.edu.au/ohs/stru-jstaff.html:, is required. Individual staff members are to comply with the requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S procedures developed by the University, department or section.
Performance Criteria:

1) Staff must comply with safe working procedures: follow safe working procedures established by the University, department or section; follow OH&S directions of the head of the department/section or supervisor.
2) Where personal protective equipment (PPE) is required to control hazards in the workplace, staff are required to wear and maintain the PPE as directed or as required in OH&S procedures. Staff must use other safety and emergency equipment provided in the workplace as directed or as required in OH&S procedures.
3) When requested, staff should assist the supervisor and other workers in the risk assessment of workplace hazards.

Employess are expected to report OH&S problems. Workplace hazards must be reported to the supervisor. Any injury or illness arising from workplace activities must also be reported.

The University of Queensland's Occupational Health and Safety Unit is responsible for the implementation of the Senate's policy for providing safe and healthy work environments throughout the University. The Unit can provide advice, assistance, workplace monitoring and training on occupational health and safety matters. The extension number for all enquiries is 52365.

Any workplace accident, injury, incident or illness should be reported to the Director, Occupational Health and Safety by using the Accident, Injury and Incident Report Form, available from Human Resources, ITS. Upon completion, this form should be returned to Human Resources, who will forward it to the appropriate authorities.

A Hazard Report From should be used where a hazard is detected, but where no dangerous incident, accident or injury has yet occurred. Upon completion, this form should be returned to Human Resources, who will forward it to the appropriate authorities.

Eye Tests

All ITS employees who use a workstation for more than 50% of their working hours, are required to have an eye test. The University covers the cost of the initial test, but it is the employee's responsibility to remedy any problems which arise from such

testing, at his/her own expense. Human Resources, ITS, will arrange the initial test for you and inform you of further details.

Work Cover Queensland

All University staff are covered by Work Cover Insurance. This provides compensation to employees for loss of wages and/or medical expenses occasioned as a result of accidents which occur during the course of employement, or while travelling to or from the place of employment.

In the event of an accident, the employee must immediately advise their supervisor, complete the WorkCover Application for Compensation, a Workers Compensation Claim Form and a Tax Employment Declaration if wages are being claimed. These forms must be accompanied by a Worker's Compensation Medical Certificate signed by the doctor who attended the injury. All the forms and medical certificates must be returned to your supervisor for forwarding to Human Resources, ITS.

Where there is no apparent injury resulting from an accident, the employee should still complete a Work Cover Application for Compensation and endorse it "No immediate claim – report only". The employee will then be covered against the possibility of subsequent injury resulting from the accident.

Safety on Campus

The University has gone to considerable lengths to provide a safe environment on campus. The list of reminders below is to assist employees to achieve personal safety:

Safety Buses
These free buses operate at night on the St Lucia campus. Buses cover the campus (carparks, colleges etc.) and Sir Fred Schonell Drive (to West End ferry and Gailey Road). A free bus also runs during semester between the Dutton Park ferry and nearby train stations and City Council bus stops.

The campus safety buses are in two-way contact with Security. Non-scheduled stops can be arranged through Security, or by hailing the driver.

The safety bus timetable with map is available from Security, Media and Information Services, or the Student Union's Women's Equal Opportunity Office.

Emergency Call Points (ECPS)
St Lucia has 18 ECPs on campus, Ipswich has 9 ECPs and Gatton has 5 Emergency Phone Points. These points are a direct line to Security and are installed for emergency situations relating to personal safety. Pressing the button provides

immediate communication with Security and activates an alarm which brings Security personnel to that location.

The emergency call points are distinguished by an illuminated 'Emergency – Security call point' sign and are located as follows on the St Lucia campus (for other campuses, see Directory maps located around the campus):

Chancellor's Place (outside the Otto Hirschfeld Building);
Campbell Road end of the Commerce building
Cooper Road cul-de-sac (between the Priestley Building and the Physics Annexe);
Dutton Park ferry terminal;
City Cate ferry terminal
Warehouse complex on Sir Fred Schonell Drive;
Molecular Biosciences I Plaza;
all levels of the two multi-level car parks off Sir Fred Schonell Drive;
Walkway behind carparks, leading to Glasshouse Road; and
Staff House Road (turning circle outside the Staff Club).

Toll-free number
1800 1800 123 (listed on all public phones located on campus) is a direct free line to Security.

Emergency phone
Available on campus internal telephone system by calling extension 53333 (direct line to Security).

Preferred Pedestrian Paths at Night
These paths have extra lighting and are more regularly patrolled by St Lucia Security personnel.

UniSafe Escorts
Security personnel are available to escort employees at any time to anywhere on campus. To arrange this, contact Security on extension 51234 or free call 1800 1800 123.

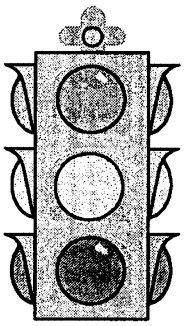
Literature describing these six avenues to assist you in maintaining safety can be obtained from the Security sections.

As part of its concern for personal safety the University urges awareness of the dangers inherent in any comparably sized community. Staff can help make the campus safer for everyone by recognising and taking conscious steps to avoid potentially risky situations and by reporting any suspicious behaviour to Security.

Tips to help you take charge of your own safety:

Be alert and walk purposefully. Confidence deters attackers.
Carry a personal alarm, or be prepared to scream "No!" loudly and get away if threatened.
Avoid lonely or gloomy places, especially at night – walk with a friend, a UniSafe escort, or stay with a crowd.

Parking



The University is divided into three major permit zones (Red, Blue, Green) designated according to the proximity of parking spaces to the centre of the campus. Details of the zones are shown on the University Car Parking Plan (a copy is included in this kit). Permanent guaranteed parking is available on the St Lucia campus in the Multi-Level car parks. There are also parking facilities for visitor and casual parking, motorcycle parking, disabled parking and car pooling.

Costs for parking permits vary according to the zone chosen. Further details on fees and permits may be obtained from the Traffic Administration section (Level 1, JD Story building, St Lucia) or from the Student Centre, Ipswich or the Property and Facilities Building, Gatton.

You should take your Offer Letter with you when applying for a permit.

Travel on ITS business

If you are required to use a University vehicle for work purposes, you will be asked to complete an Authority to Drive form. These are available from Human Resources, ITS. You should bring your driver's licence with you as a copy will need to be taken.

If you need to book a University vehicle, you will need to speak with the Finance Clerk at Business and Vendor Management, ITS.

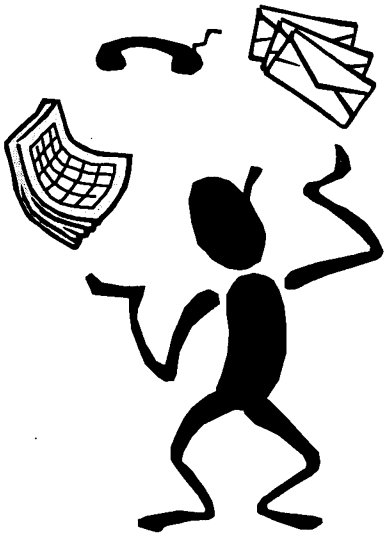
Other options for work-related travel include:

Public transport. The Univesity runs Campus Express buses from St Lucia to Ipswich and Gatton. Fares are: St Lucia to Ipswich $4 one way; St Lucia to Gatton $6 one way. You must show your ID card when boarding the bus. Timetable enquiries can be made on ext 11403.

Taxi. Vouchers are available from the Finance Clerk, Business and Vendor Management.

Use of own car. You can claim mileage for the use of your own car on ITS business.

Staying in Touch



Telephones

All employees will have access to an extension number. All extension numbers are five digits – at the St Lucia and Gatton campuses, beginning with a 5 (ie 5xxxx); at the Ipswich campus begining with a 1 (ie 1xxxx).

If calling the University from outside, simply preface the extension number with 336 for St Lucia and Gatton or 338 for Ipswich.

Voice mail is available and can be arranged through Voice Operations (ext 51602). Please gain your supervisor's approval before making any request for voice mail to be added to your extension.

University telephones should not generally be used for making or receiving private telephone calls.

An ITS phone list is included in this kit. It is important that you keep Human Resources informed if your extension number should change, so that the phone lists can be updated. University-wide phone books are available. Both the ITS and the University phone lists are also found on the web (www.its.uq.edu.au/staff or www.uq.edu.au/contacts).

Mail

All outgoing mail (for other departments or outside the University) should be placed in the mailbag outside Client Services on Level 2. **Please note that outgoing mail should only be placed in this bag if the bag is hanging on the trolley by both hooks.** Mail for other departments within ITS should be placed in the appropriate work group's pigeonhole in the Tea Room on Level 4.

All incoming mail will be distributed to the workgroup pigeonholes in the Tea Room on Level 4.

Mail is delivered and distributed twice a day (at approximately 10 am and 3 pm).

Email

All ITS staff are given access to the Internet and their own work email address. Your workgroup supervisor will assist you to complete an "Application for Dialin Access and Email for Staff" form and Client Services will set up an account for you from this.

Most email addresses will take the form of [your first initial].[your surname]@its.uq.edu.au

Your supervisor will also arrange for you to be given access to the appropriate servers and shared drives and ensure your email address is placed on the centre mailing list.

Please note that when setting up your email signature, it is ITS policy **[NB: this is still under discussion and may be changed]** that your contact details should be clearly set out as follows:

[Your name]
[Position title]
Information Technology Services
The University of Queensland

Helpdesk 07 3365 6000
Email [your email address]
Internet www.its.uq.edu.au

Lost Property

Lost property at St Lucia is located in the Security Annexe in Services Road (behind the Veterinary Science Building). If you have lost or found someting, please pick up or hand in at Security, or phone extension 51129.

Lost Property at Gatton campus is located in the Security Office in the NW Briton Building – please call extension 51234.

Lost Property at Ipswich campus is located in Building 2 – please phone extension 51234.

The Tea Club

ITS does not provide tea, cofferr, milk or sugar for its staff. However, for a nominal yearly fee, you can join the Tea Club. This is a cheap and convenient way of ensuring you always have a cuppa to hand. For details, phone the convenor on ext 54796. The Tea Room on Level 4 does have some crockery and cutlery, but you may wish to bring your own cup or mug and keep it handy.

ITS does have a cleaner who keeps the Tea Room clean and tidy, but you can assist by clearing your own dishes where possible.

Home loans

The University of Queensland has a special arrangement with the Commonwealth Bank whereby UQ employees can apply for personal home loans at a lower interest rate. For further details, see the Handbook of University Policies and Procedures, Section 5.30.13 (web address: http://www.uq.edu.au/hupp).

Unions and Associations

Staff at ITS are entitled to join a union. Application forms are available from Personnel Services, the ITS union delegate or directly from a Union office.

The Australian Services Union covers administrative officers, clerical workers, secretaries, computer personnel and library assistants/attendants.

The State Public Services Union Queensland covers laboratory technicians, librarians, technologists, professional and scientific officers and laboratory staff.

The Australian Liquor Hospitality and Miscellaneous Workers Union covers tradespeople (other than electricians), cleaners, grounds staff, security, child care workers, laboratory staff and printing staff.

Staff Associations

The Staff Club provides excellent dining and function facilities. The a la carte restaurant, bistro, lounge bar, members' bar and bottleshop are available to members and their guests only.

Membership is open to staff and graduates upon payment of an entrance fee and annual subscription. Current fee structures and a membership application can be found in the Staff Club brochure included with this kit.

Activities organised for members include themed dinners, breakfasts with speakers, wine and cheese nights and wine appreciation courses. Other benefits include excellent wine-buying schemes, membership of groups such as the Fine Wine and Food Group and reciprocal membership with other university clubs.

An exclusive arrangement with BankWest makes Club members eligible for home loans at highly competitive interest rates with reduced or waived bank fees.

The University of Queensland General Staff Association

Membership of the Association is open to all members of the general staff of the University of Queensland. It is not an industrial union. The Association maintains contact with its members through a newsletter whic is published several times each year. There is a small annual subscription fee and formal application forms are obtainable from the President or Vice-President. See the internal telephone directory (under 'General Staff Association UQ') for current GSA contacts and phone numbers.

Policies

Drug-related policies

ITS expects its employees to contribute to the provision of a workplace and learning environment free from alcohol, tobacco and other drug-related harm.

Alcohol

The University recognises the positive social use of alcohol and encourages, through its policies and model practices as an employer and an educator, responsible and moderate use by staff and students. Alcohol may only be consumed on licensed premises.

Smoking

Smoking is prohibited in all buildings of The University of Queensland, including laboratories, lifts, libraries, public office space, tea rooms, common rooms, and shared working accommodation.

Policy against racism

The University has a formal policy against racsim. Further information about this policy and grievance procedures can be obtained from the Office of Gender Equity.

Gender Equity

The role of the Office of Gender Equity is to lead the development of policies, strategies and procedures which will enable the University to fulfil its commitment to the achievement of gender equity in employment and in education.

Sexual Harassment

The University of Queensland takes sexual harassment seriously. Sexual harassment is defined as any form of sexual conduct that is unwelcome, uninvited and unwarranted. It may include sexual suggestions, dirty jokes, derogatory comments, or touching. Anyone feeling a need to discuss a personal case of sexual harassment may talk to a Referral Officer in the knowledge that the matter will be handled with discretion and understanding. Referral Officers hold information leaflets on the University's sexual harassment policies and procedures. A list of Referral Officers, along with further information, is detailed in the Sexual Harassment brochure which may be obtained from the Office of Gender Equity.

Outside work and business interests

ITS employees have a primary commitment to the duties of their appointment and position within the University. If an employee is involved in outside activities, including work with another employer, either paid or unpaid, those activities must not impinge upon or take advantage of the appointment at the University. The Handbook of University Policies and Procedures, Section 2.10.3 has further details (web address: http://www.uq.edu.au/hupp).

Health Service

The University Health Service provides advice and assistance to students and staff for work-related problems and injuries. Referral to specialists is part of this service.
Contact – St Lucia: Ground floor, Gordon Greenwood Building 32
Contact – Ipswich: Building 1
Contact – Gatton: Sr Matthew Middleton
A Dental Surgery and Optometrist are located in the Student Union Arcard (Building 21) at St Lucia.
A Physiotherapy Clinic is available at the St Lucia campus.

Staff Assistance Services

Staff Assistance Services (SAS) provide confidential and voluntary counselling and assistance for all University of Queensland staff. Its purpose is to help staff resolve problems which affect their work performance or their ability to function socially within their work environment.

SAS counsellors have extensive experience in helping people deal with a range of personal, emotional and work-related problems, such as:

- anxiety, depression and lack of concentration
- ongoing stress and burnout
- alcohol or substance abuse
- grief and bereavement
- financial or legal concerns
- marriage, family and relationship difficulties
- career direction concerns and management workload pressures
- coping with organisational change and restructuring
- critical or traumatic incidents
- racism
- gender equity and sexual harassment
- personal and work concerns
- productivity and working relationships
- redundancy
- and other difficulties.

Further information on SAS is available from Personnel Services.

Chaplaincy Services

The University of Queensland also offers support and counselling by chaplains who work as an ecumenical team. This team can assist employees in finding meaning in the integration of their beliefs and their work.

Facilities

Banking

There are several banks on the St Lucia campus. These include:

The Commonwealth Bank operates a branch with autobank facilities in the Union Complex from 9:30 am-4:30 pm Monday to Thursday and from (9:30am-4pm Friday. This bank also has a service centre on Level 1 of the JD Story Building. This centre closes at 4:30 pm on Friday.

The Australia and New Zealand Banking Group Limited has a branch and a 24-hour Night & Day teller in the Staff and Graduates building in Staff House Road. Staff are available who speak Malay, Cantonese and Mandarin. Hours are 9:30 am-4 pm Monday to Thursday and 9:30am- 5pm Friday.

The National Australia Bank has a branch with flexi-teller facility in the Staff and Graduates Club Building, Staff House Road. Hours are 9:30am-4pm Monday to Thursday and 9:30am-5pm Friday.

The Uni Credit Union Limited's head office is situated in Staff House Road, opposite the Staff Club and between the University bookshop and Physics Building. Hours are 8:30am-4:30pm Monday to Friday.

Australia Post

The St Lucia Post Shop is on Level 1 of the JD Story Building. It opens during business hours and provides all postal facilities, including passport applications.

Public Phones

Public phones are located next to The Post Shop (Level 1 JD Story Building), The University of Queensland Union Building, Level 2 Michie Building, Clinic and students' common room in the Veterinary Science School, Ground floor Forgan Smith Building, Level 1 Central Library, Social Sciences Building foyer, external wall of the Physics Annexe, ground floor Hartley Teakle Building, upper ground floor Hawken Building, and on the ramp leading to the multi-storey carparks.

Bookshop

The University Bookshop on Staff House Road (opposite the Staff Club) stocks textbooks, tapes, stationery, novels and other publications of general interest, and will order books requested but not in stock.

Staff may receive a 10% discount on purchases of all general books, so please identify yourself. Discount does not apply to textbooks, periodicals and stationery.

Gatton Campus

The Gatton campus also offers the services of a bookshop, bank and credit union agencies, Australia Post agency and a range of sporting facilities.

CHILDCARE FACILITIES

The **Munro Centre** provides care for children under 3 years of age. Bookings are essential.
The **Campus Kindergarten** provides a care and educational program for children 2 - to five years and some after-school care for children five to nine years old (Ironside SS only).
The **Margaret Cribb Childcare Centre** provides a service for children five years and younger.
The **Family Day Care** service and the **Playhouse Parent and Child Centre** provide other child care facilities.
All of these centres are listed in the Internal phone directory.

EATING PLACES

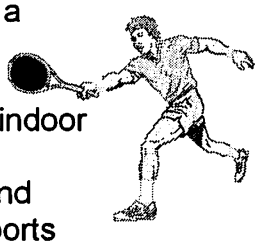
The **Main (Malley) Refectory** in the University of Queensland Union Complex on the eastern side of the campus.
The **Biological Sciences Refectory** on the western side of the campus.
The **Physiology Refectory** underneath the Physiology Lecture Theatres.
Other food outlets include the Staff Club (membership is required), Wordsmith Writers' Cafe in Building 4, Tanja's Cloister Cafe in the Great Court and the Retro Coffe Bar in the Student Union Arcade.
UQ Ipswich and Gatton both have refectories.

SHOPS

A shopping arcade in the Union Complex includes a pharmacy, hairdresser, gift shop, clothing shop, secondhand book & stationery shop, newsagency and sweets shop, travel agency, bicycle shop, optometrist, dentist, espresso bar, games arcade, photocopying services and a bank.

SPORTING FACILITIES

UQ SPORT manages a variety of competitive and recreational sports facilities, including a heated swimming pool, tennis and squash courts, an indoor sports pavilion, a gymnasium, spa and playing fields. A sports physiotherapist, a nutritionist and masseurs also provide services through UQ SPORT.



PUBLIC TRANSPORT

Bus services to and from the City run regularly from the main stops at Chancellor's Place.

The University **ferry** runs between Dutton Park cemetery and the north side of the campus, below the Union Complex, every 10 minutes from 7 am to 6 pm on weekdays, then every 15 minutes until 10:25 pm. A service runs on Saturday during exams only from 7 am until 90 minutes after the last exam. There are no services on Sunday, public holidays and the Christmas-New Year period. A free bus service runs from Dutton Park ferry terminus to Park Road and Dutton Park train stations at early evening peak times during semester.

The Brisbane City Council's **CityCat** ferry services travel between Bretts Whaft and the University of Queensland at least half hourly from 6 am, seven days a week. Last service leaves Bretts Wharf and the University at 10:30pm.

Both the ferry terminus and the bus stops are only 10 minutes walk from the ITS building.

LIBRARIES

The Library system is organised as a complex of subject-based branch libraries distributed over thirteen locations. Seven of these are located on the St Lucia campus, the other six are located at the Gatton College campus, the Ipswich campus, at the Dental Hospital, Royal Brisbane, Mater and Princess Alexandra Hospitals. As a University of Queensland employee, you can borrow material from any of the Library's branches.

On the St Lucia campus, the Social Sciences and Humanities library caters mainly for Social Sciences and Humanities staff and students. The Biological Sciences Library and the Dorothy Hill Physical Sciences and Engineering Library cater for science staff and students. Smaller specialist libraries also exist on the St Lucia campus, for example, the Law Library and the Architecture/ Music library.

The University of Queensland library has the largest collection in Queensland and one of the largest collections among Australian academic libraries. Approximately 1.8 million volumes are held, as well as
multimedia material, microfilms, manuscripts, maps, photographs and architectural drawings. The Library has subscriptions to over
22,000 journals and has one of the largest electronic database networks in the Pacific region. Material held in the Library is described and accessible via an online catalogue.
24-hour a day, seven-days a week access is provided to all of the Library's services, the catalogue, electronic databases, inter-library loan system and other Internet resources via the Library's Internet site: http://www.library.uq.edu.au. Over 500 computer workstations are available in Library buildings and all major branch libraries have state-of-the-art multimedia training facilities.

Highly trained, professional staff are available to assist with any information needs and provide a variety of orientation programs, information skills workshops, Internet training programs, CD ROM training programs, and technology update seminars to keep users up-to-date.

Want to know more?
Check out the following websites:
http://www.uq.edu.au
http://www.its.uq.edu.au

This handbook produced by Human Resources, Information Technology Services, UQ.
Any suggestions for inclusions or alterations should be emailed to b.cash@its.uq.edu.au.